

BEFORE THE  
IDAHO PUBLIC UTILITIES COMMISSION

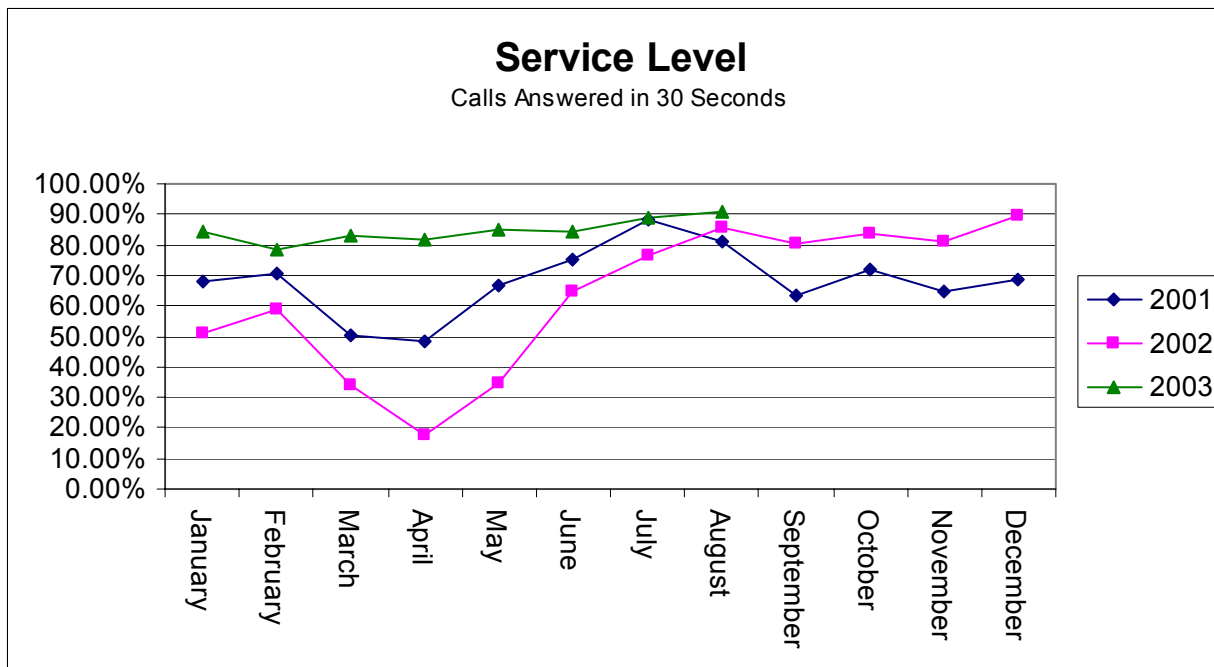
CASE NO. IPC-E-03-13

IDAHO POWER COMPANY

EXHIBIT NO. 56

S. FULLEN

Automated Call Distribution



#### Service Level:

Service Level is a standard call center metric that measures the percentage of inbound calls that are answered within a certain time frame. Idaho Power Company has an internal goal of answering 80 percent of our inbound calls within 30 seconds.